

NETWORK MANAGER REPORT



DECEMBER 2007

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

December was a fast-paced month with service requests and customer service responsibilities nearing the end of the license renewal season. Alabama Interactive (AI) implemented a soft launch of the online UCC filing system. Select banks across the state were chosen as sites to pilot the online application. AI has released a total of 24 new applications to production, surpassing the goal for 2007 of 20 new services.

Highlights for the month were:

- Alabama Interactive completed a soft launch of a UCC filing system application for the Alabama Secretary of State. This service will benefit lenders or businesses who frequently submit UCC-1 and/or UCC-3 filings with the Alabama Secretary of State. By utilizing the filing system, they will have the option to file interactive transactions or through a subscription service at Alabama.gov.
- Alabama Board of Pharmacy experienced another successful license renewal season with over 6,142 Pharmacy Technician's renewing online. The current Pharmacy Technician adoption is at 85 percent. Pharmacy Technician's renew their licenses every other year.
- The month of December resulted in an increase, compared to 2006, in sales for hunting and fishing licenses for the Alabama Department of Conservation and Natural Resource. There were over 29,000 licenses purchased through phone, internet and point of sale.
- Alabama Interactive processed over 5.5 million dollars for the fourth quarter through the Alabama Department of Revenue's tax estimation application.
- The Alabama State Board of Veterinary Medicine had almost 7,000 licenses renewed online this year during the normal renewal period. This accounts for an online adoption of 64% of their active licenses in the first year. Late renewals begin on January 1st.
- Late license renewals for Licensed Practical Nurses ended in December for the Alabama Board of Nursing. Over 1,000 LPN's renewed their license in December compared to 686 in December of 2005. LPN's renew their licenses every other year.
- The Alabama Board of Optometry experienced an online adoption of 44% during their first year of online renewals.
- Alabama Interactive updated the Alabama Board of Nursing verification application by removing the email functionality to minimize confusion in the field. This will streamline the Board's process for online nurse verifications.

Marketing

The Secretary of State's office put together a mailer about the new online UCC filing system. These are being mailed with the acknowledgement letters from the Secretary of State's office, which constituents receive after completing a filing through the mail. This is an informative mailer which highlights the convenience and efficiency of the new system. The mailer should help promote the use of the online UCC filing system.

During the holiday season, Alabama Interactive hand delivered over 70 poinsettias to state partners. As always, this was a great time for our staff to personally meet with our partners in an informal setting. Although we were unable to meet with partners outside of the Montgomery area, we sent Christmas cards wishing them a great holiday season.

Customer Service

In the month of December, AI's customer service team focused on providing prompt assistance and information to each user. We experienced high call volumes from constituents with questions about last minute license renewals. The majority of these were from professional business licensees in regards to technical issues and payment questions. Our customer service team was able to give support to individuals with detailed payment requests by providing the date and time their account was charged. In addition, AI staff assisted several constituents by walking through technical difficulties on a one on one basis either through phone calls or online/offline chats.

With the soft launch of the Secretary of State's UCC filings this month, the team carefully monitored phone calls about concerns and technical questions. The soft launch allows our staff to provide feedback on the development of the upcoming application. As always, AI is able to utilize this opportunity to deliver the accurate and prompt customer service the company strives to maintain.

Development

The AI Dev-Share team had two meetings during the month of December. During the first meeting, we discussed several of the topics covered at NIC's corporate Technical Conference such as security, SOX compliance, PCI compliance and DSS compliance. This meeting was a review of the topics discussed at the conference. During our second meeting we discussed our action plan to ensure our compliance with all of the most current security requirements. We also discussed the use of management and tracking tools that can help us to achieve our goal of security and compliance.

PROJECT REPORT

Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
Alabama LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	06/15/2007
Alabama Real Estate Commission	Course Renewals	Renewal application for courses	06/15/2007
Alabama Board of Respiratory Therapy	License Renewal	This application will allow respiratory therapists to renew their licenses online.	08/01/02007

Alabama State Board of Auctioneers	License Renewal	This application will allow auctioneers and apprentices to renew their licenses online	08/15/2007
Alabama State Board of Cosmetology	Salon License Renewal	This application will allow salon owners to renew their licenses online	09/01/2007
Alabama State Board of Cosmetology	Booth License Renewal	This application will allow booth owners to renew their licenses online	09/01/2007
Alabama Department of Insurance	Merchant Services	This application will allow licensees to pay for services online.	09/26/2007
Alabama LP Gas Board	Monthly Gas Payments	This application will allow for distributors to pay their monthly gas payments	09/24/2007
Alabama LP Gas Board	Permit Renewal	This application will allow for liquefied petroleum permit renew their licenses online	09/24/2007
Alabama Board of Optometry	License Renewal	This application will allow optometrists to renew their licenses online	09/28/2007
Alabama Department of Conservation and Natural Resources	Hunters Education Merchant Services	This application will allow for hunter's to pay for a	10/01/2007
Alabama Board of Nursing	Advanced Practice License Renewal	This application will allow for advanced practice nurses to complete their initial license online.	10/10/2007
Alabama Board of Veterinary Medical Examiners	License Renewal	This application will allow for veterinary.	10/01/2007
Alabama Board of Social Work Examiners	Certification Renewal	This application will allow for private independent practices to renew their certification online.	11/01/2007

Alabama Department of Insurance	Merchant Service	This merchant service application will allow fireworks permit holders to renew their permits.	11/01/2007
Alabama Secretary of State	Online UCC Filings	This application will allow lenders and other businesses file UCC 1's and UCC 3's online.	12/01/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007

HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
Alabama Board of Interpreters and Transliteraters	2007 Updates	Additional fields added to current application	08/01/02007
Alabama Board of Physical Therapy	2007 License Year Updates	Update allowing business type to be selected.	08/01/2007
Home Builders Licensing Board	2007 Updates	Updates to existing license renewal application	08/10/2007
Home Medical Equipment Service Providers	2007 Update	Added American Express, Discover, and E-check as methods of payment	08/09/2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	08/10/2007
Alabama Board of Nursing	2007 LPN License Year Updates	Updates allowing LPN's to renew this license online	09/01/2007

Alabama Board of Electrical Contractors	2007 Updates	Updates to existing license renewal application	09/01/2007
ISD IT Strategic Planning	2007 Update	Application for IT Strategic Planning	09/04/2007
Alabama Department of Public Health	Update to facility renewal application	Updates to existing license renewal application	10/01/2007
Alabama Department of Revenue	Business Privilege Tax	Updates to the existing application	10/01/2007
Alabama State Board of Social Work Examiners	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Pharmacy	Update to renewal application	Update to the existing Pharmacy Tech license renewal application	10/01/2007
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Updates to existing license renewal application	10/03/2007
Alabama Heating and Air Conditioning Contractors	Update to renewal application	Updates to the existing application	10/01/2007
Alabama Home Builders Licensure Board	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Examiners for Speech Pathology and Audiology	Update to renewal application	Updates to existing license renewal application	10/01/2007
Alabama Department of Industrial Relations	Update to Worker's Comp Registration	Updates to existing registration application	11/01/2007

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Department of Public Safety	Merchant Web Service	This is a report for the merchant service application.	This application is in agency testing.	TBD
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in agency testing.	June 2007
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	VIN Check	Allows users to gain limited information on a vehicle prior to a purchase	This application is in agency testing.	December 2007
Alabama Department of Revenue	PSE	Update to fiscal year of business privilege tax filings.	This application is in agency testing.	September 2007
Alabama Board of Heating and Air Conditioning Contractors	Exam	Allows users to complete exam for license	This application is in agency testing.	January 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search for abandoned vehicles.	This application is in agency testing.	January 2008

Alabama Department of Public Health	EMT Renewal	Update to xml script for EMT renewals	This application is in agency testing.	January 2008
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In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in development	TBD
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	add renewal and gift option to subscription	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

SERVICE REQUESTS

Service Request #151

Alabama Department of Insurance – Appointment Continuations Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Department of Insurance is added to the network as a charge service. The online Appointment Continuations Merchant Services will be at no cost to the Alabama Department of Insurance.

Service Request #152

Alabama Board of Examiners in Counseling – License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Board of Examiners in Counseling is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Board of Examiners in Counseling.

Service Request #153

Alabama Alcoholic Beverage Control Board – License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Alcoholic Beverage Control Board is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Alcoholic Beverage Control Board.

Service Request #154

Alabama Department of Public Health – EMS Facility Renewal

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Department of Public Health.

Service Request #155

Alabama Board of Examiners of Landscape Architects – License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Board of Examiners of Landscape Architects is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Board of Examiners of Landscape Architects.

Service Request #156

Alabama Liquefied Petroleum Gas Board – Permit Renewals

Alabama Interactive requests and recommends that this service for the Alabama Liquefied Petroleum Gas Board is added to the network as a charge service. The online permit renewals will be at no cost to the Alabama Liquefied Petroleum Gas Board.

Service Request #157

Alabama Department of Revenue – Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The online International Fuel Tax Agreement Merchant Services application will be at no cost to the Alabama Department of Revenue.

MONTH IN REVIEW

Total December AI Network Transactions	195,644
Average Successful Request per Day:	6,311
Total December alabama.gov Visitors:	261,766
Total December alabama.gov Page Views:	862,597
Total December alabama.gov Chats or Offline Messages from Live Help:	748

OPERATIONS & ADMINISTRATION

Alabama Interactive concentrated on wrapping up another successful license renewal with strong customer service. AI is also conducting several agency meetings in order to plan the development of numerous applications for 2008. We anticipate another full year of new applications as well as application updates.

OTHER BUSINESS/IN CLOSING

In closing, December was a successful month for the portal with the soft launch of the Secretary of State's online UCC filing system developed by AI through the digital government program. We have had a great 2007 and look forward to continuing our partnership with Alabama in 2008 and beyond.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright